

# Hang Seng Bank Corporate Sustainability Report 2016 – A Snapshot



## Recognising Sustainability Values

The Hang Seng Bank Corporate Sustainability Report 2016 describes the Bank's efforts to support the principles of sustainable development during the calendar year of 2016. It has been compiled with reference to the Global Reporting Initiative (GRI G4 Core) sustainability reporting guidelines and the Environmental, Social and Governance (ESG) Reporting Guide issued by the Stock Exchange of Hong Kong Limited.

This snapshot provides a summary of our key sustainability initiatives and achievements in 2016. For a full version of the Report, please visit: [http://www.hangseng.com/cms/ccd/csr/2016/en/pdf/2016\\_csreport\\_en.pdf](http://www.hangseng.com/cms/ccd/csr/2016/en/pdf/2016_csreport_en.pdf)

## Our Corporate Sustainability Matrix



## About Hang Seng Bank

Founded in 1933, Hang Seng Bank operates around 260 service outlets serving both personal and business customers. The Bank also maintains branches in Macau and Singapore, and a representative office in Taipei. Established in 2007, our wholly owned subsidiary Hang Seng Bank (China) Limited operates a mainland China network with outlets in Beijing, Shanghai, Guangzhou, Shenzhen, Fuzhou, Nanjing, Dongguan, Hangzhou, Ningbo, Tianjin, Kunming, Xiamen, Chengdu, Jinan, Foshan, Zhongshan, Huizhou, Zhuhai, Jiangmen and Shantou.

Hang Seng Bank is a principal member of the HSBC Group, one of the world's largest banking and financial services organisations. For further information on Hang Seng Bank, please visit the Bank's website at [www.hangseng.com](http://www.hangseng.com).



## Our Financial Performance



Operating profit

**HK\$19,034m**



Profit attributable to shareholders

**HK\$16,212m**



Total assets

**HK\$1,377,242m**



## Our Corporate Governance

Confirmation on effectiveness of the Bank's ESG risk and internal control systems reported to the Board



Confirmed incidents of corruption and actions taken

**0**



Number of sanctions for non-compliance with laws and regulations

**0**



## Our Customers

The **Most Recommended Bank** by Customers in Hong Kong<sup>1</sup>

Serving over half of the adult residents in Hong Kong



Personal e-Banking customers

**1.77 million** (+7.7%)



## Our Suppliers

Apply 'fair competition' principles to **100%** tender applications

**100%** suppliers required to fulfill and comply with our ethical code of conduct on ESG



## Our Staff



Close to **10,000** full-time equivalent staff



**Over 346,500** training hours

### Enhanced parental leave:



• paid maternity leave  
**14 weeks**



• paid paternity leave  
**10 days**

• Close to **100%** return-to-work rate following parental leave



## Our Environment



e-Statements + e-Advice + shareholders e-communication services

↓ **65.5 million sheets of paper**



Greenhouse gas emissions  
↓ **6.33%**<sup>2</sup>



IT/electrical waste recycled  
↑ **15%**<sup>3</sup>



## Our Community



Community investment  
**HK\$26m**



**110 volunteer activities** organised



Our CSR programmes benefited **Over 500,000** young people



Each staff is entitled to have **2 days of volunteer leave/year**



### 6 CSR Awards

- 1 Gold + 1 Silver: 12th China Golden Awards for Excellence in Public Relations
- 1 Grand Winner + 1 Gold + 1 Honours: 2016 Galaxy Awards
- Junzi Corporation Award



Our Corporate Sustainability Report 2015 was named the '2016 Grand Winner – Best of Annual Reports' and received a Gold Award (Annual Reports – Online Sustainability Report Category) in the international Galaxy Awards that recognise excellence in marketing communications.



<sup>1</sup> According to the Banking Study 2016 conducted by an independent research firm TNS

<sup>2</sup> Compared the greenhouse gas emissions from 1 Oct 2015 to 30 Sep 2016 and from 1 Oct 2014 to 30 Sep 2015

<sup>3</sup> Compared the IT/electrical waste recycled from 1 Oct 2015 to 30 Sep 2016 and from 1 Oct 2014 to 30 Sep 2015